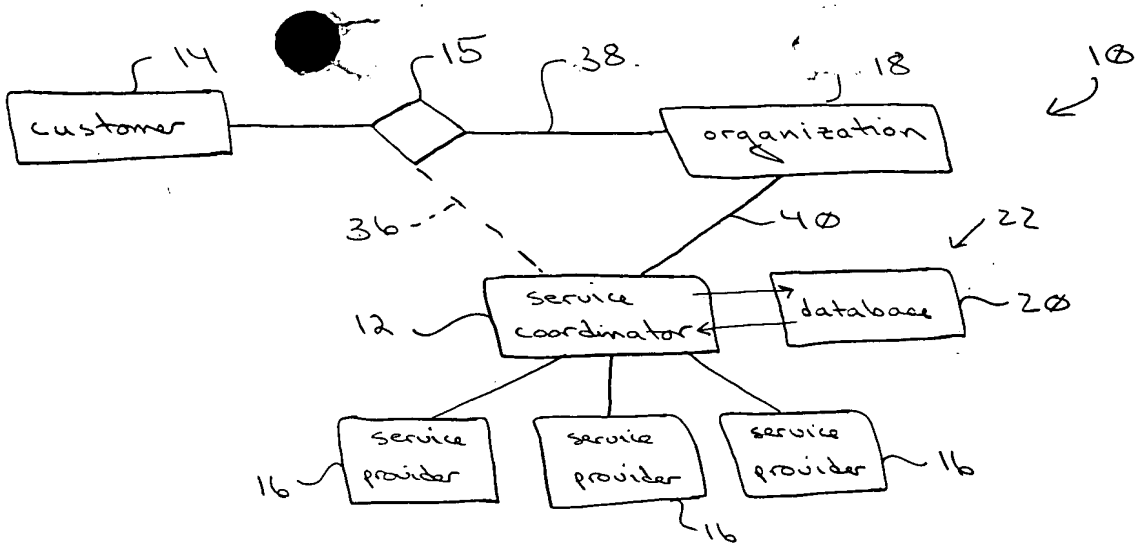
14
15
38
18
10
customer
organization
36
40
22
service coordinator
12
database
20
service provider
16
service provider
16
service provider
16

Fig. 1

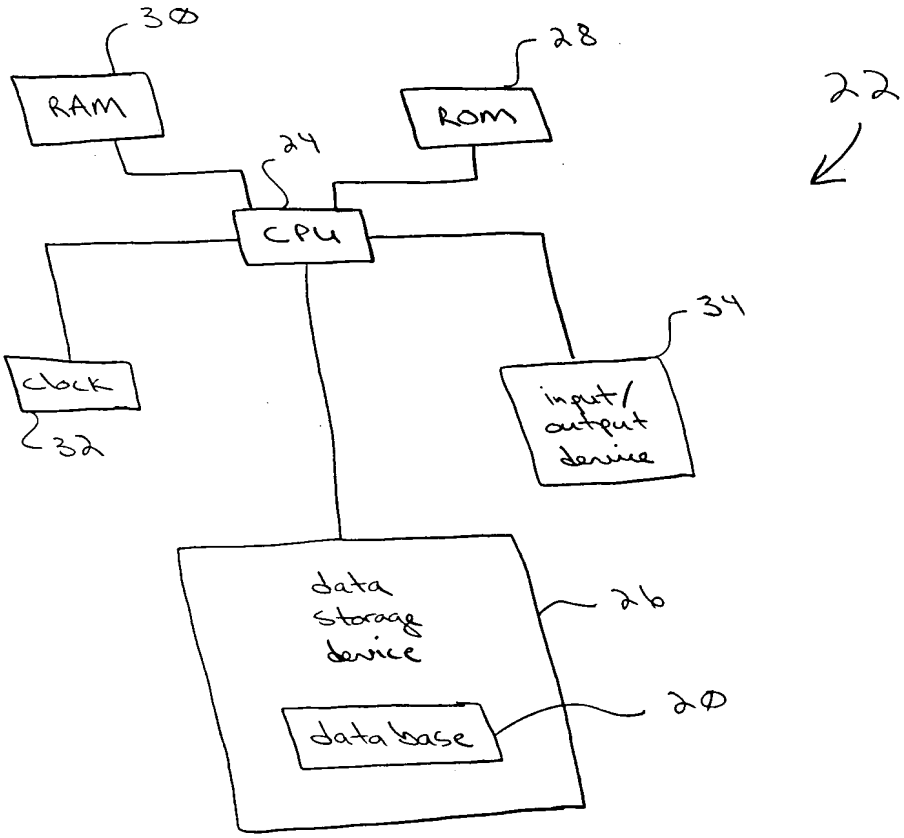
30
28
22
RAM
ROM
24
CPU
34
clock
32
input/ output device
data storage device
26
database
20

Fig 2

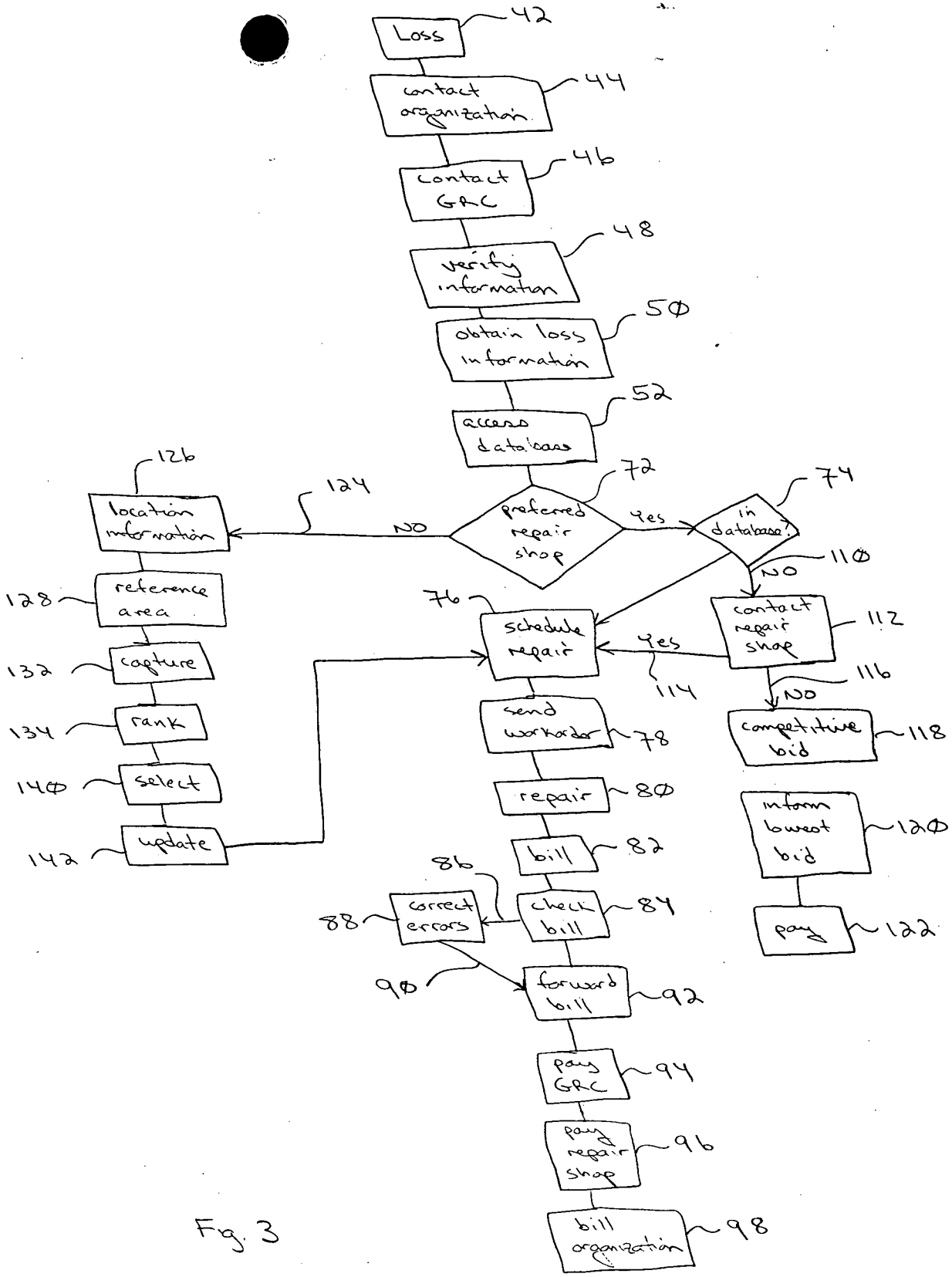
Loss
42
contact organization
44
contact GRC
46
verify information
48
obtain loss information
50
access database
52
preferred repair shop
72
yes
in database?
74
NO
location information
126
124
reference area
128
capture
132
rank
134
select
140
update
142
schedule repair
76
yes
114
contact repair shop
112
NO
110
competitive bid
116
118
send workorder
78
repair
80
bill
82
check bill
84
correct errors
86
88
forward bill
90
92
pay GRC
94
pay repair shop
96
bill organization
98
inform lowest bid
120
pay
122

Fig. 3

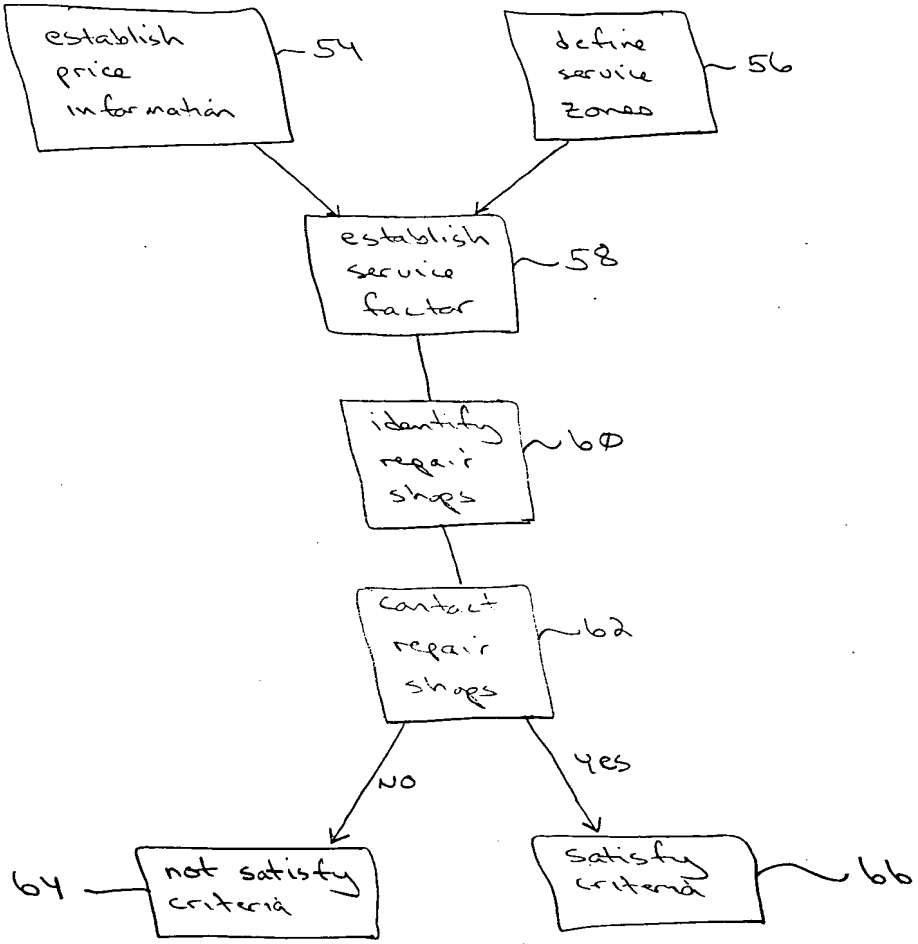
establish price information
54
define service zones
56
establish service factor
58
identify repair shops
60
contact repair shops
62
NO
YES
not satisfy criteria
64
satisfy criteria
66

Fig. 4

0036200 0035150

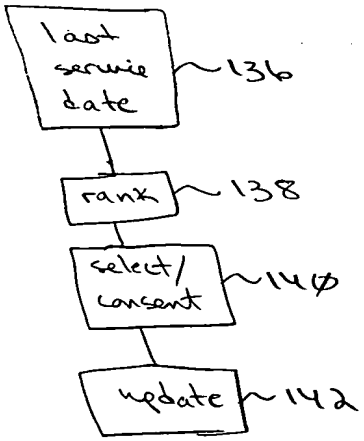

Fig. 5

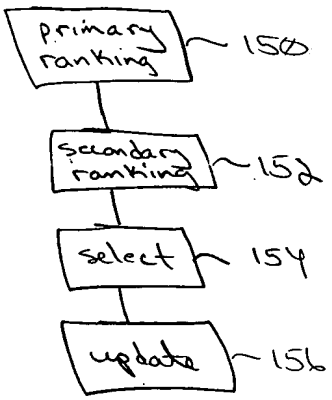

Fig. 6

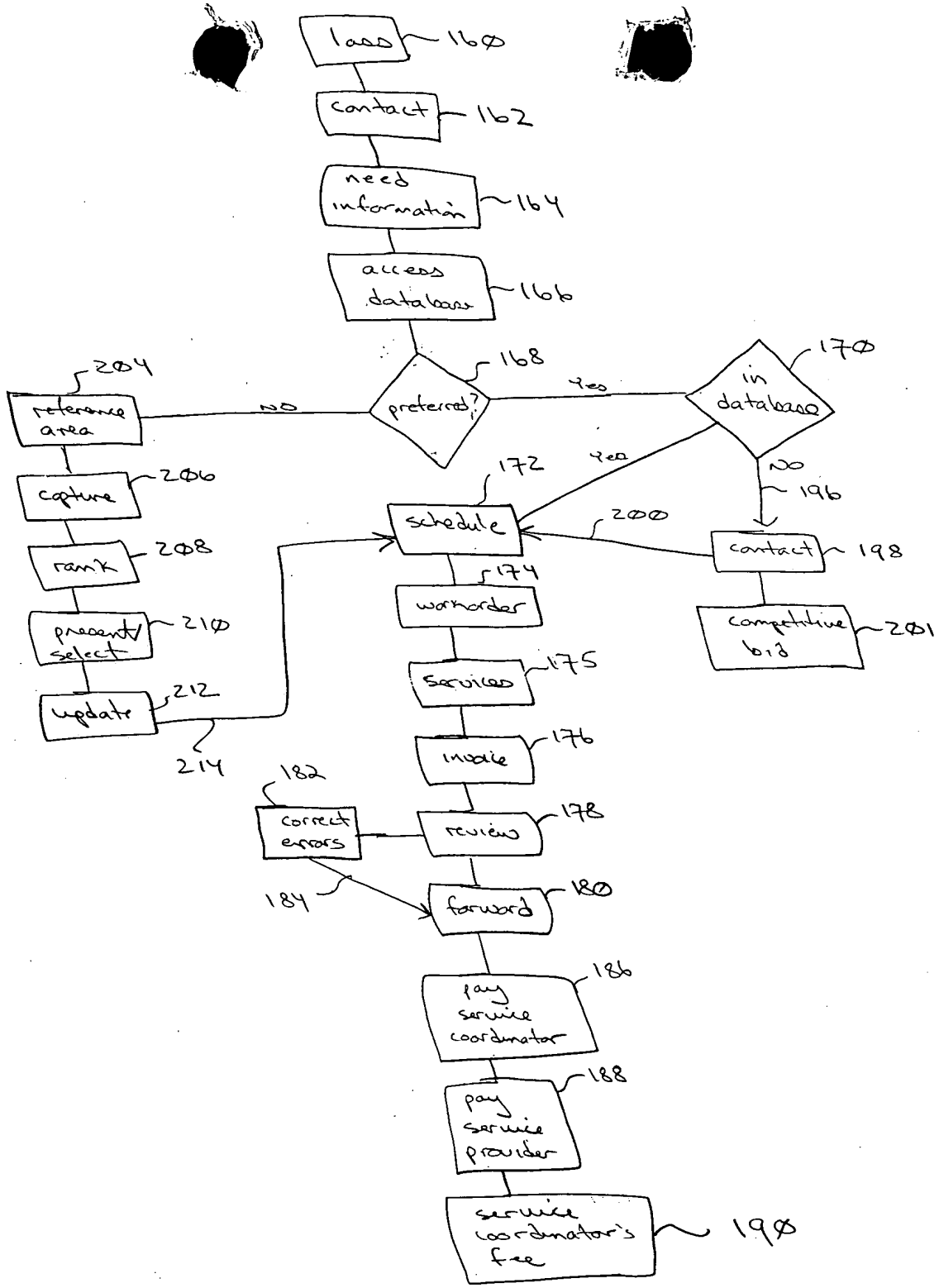
lead
160
contact
162
need information
164
access database
166
preferred?
168
yes
no
in database
170
reference area
204
capture
206
rank
208
present/ select
210
update
212
214
schedule
172
yes
no
196
200
contact
198
competitive bid
201
workorder
174
services
175
invoice
176
review
178
correct errors
182
184
forward
180
pay service coordinator
186
pay service provider
188
service coordinator's fee
190

Fig. 7